

RETURN GOODS ACTION PLANS

<i>Acct. No.</i>	<i>Direct Acct. Name</i>	<i>Division</i>	<i>Current % Returns</i>	<i>Action Plan</i>
482000	P & C Food Markets	1622	5.2%	Discontinued Extra Value in 2nd Qtr. Shipped back from stores in 3rd Qtr.
692980	Super-Valu	1638	3.5%	Discounting Doral in Butson's Supermarkets.
332400	Keyco Distributors	1622	5.8%	Return goods on a monthly basis.
332520	Keystone Tobacco	1622	5.9%	This Direct Account took over stamping for a Direct Chain. Chain had an abundance of Returned Goods. This should be a 1 time only situation.
509977	Harry Fourtunis	1636	16.1%	Return goods on a monthly basis.
278580	Herkimer Wholesale	1622	3.9%	Receives returns from Fay's Drugs (250+ stores) and Scheidelman, another Direct Account. They will continue to receive returns from Scheidelman and looks like they will be losing Fay's, as they have recently been purchased.
081120	Buffalo Tobacco	1645	5.2%	Getting many returns from sub-jobber(fresh and stale).Action plan: will only accept full cartons for return. We showed him how to identify freshness and they will separate fresh from stale before sending back and repack fresh for resale.
085940	Button Bros.	1645	4.9%	Button Bros. serves as the return warehouse for Fay's Drug chain, therefore, skuing Button Bros. return goods % high and Fay's Drug return goods at 0%. Fay's has been bought by Thrift Drug. In the future, Button Bros. will not serve as the return goods warehouse for Fays.
543630	Rite Aid	1622	4.8%	Allows stores to return on an ongoing basis, but only return to RJR when excessive quantity. Also, only distribution and return for the north east.

To: DDA:MSMAIL=RJRWS/RJRPO4/FITZGED; O=RJREM; P=WSX400; A=RJR; C=US
From: 1610 - Buffalo ROU (BRZEZIE)
Posted: 12/5/96 10:08
Opened: 12/5/96 9:40
Subject: RETURN GOODS RESPONSE

Dear Don:

Attached please find the Buffalo Region's response to your letter dated 11/8/96 referencing returned goods.

Any questions, please contact me.

Thank you,
Stephen MacLeod
ROM/#1610

CC: Macleod, Stephen

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